Policy Advocacy on Public Services of Difabelity People in Balikpapan City

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Abstract

This study aims to analyze policy advocacy on public services for persons with disabilities in the city of Balikpapan as a form of protection to social disabilities. The author analyzes the public services of persons with disabilities using 3 (three) components, including the Agenda Setting, Problem Definition, and Policy Design that should have been chosen by the Balikpapan City Government in resolving the Diffability Problem. The type of research used is descriptive research with a qualitative approach. The results showed that policy advocacy on public services for persons with disabilities in the city of Balikpapan was seen from 3 (three) activities, namely the Agenda Setting activities carried out in the Formulation of Policy Advocates assessed by the Balikpapan City Government were not good (not optimal). Policy Definition of People with Disabilities in Balikpapan City in the framework of Social Protection Against Diffability is considered to have carried out forecasting needs, but is still not optimal. The Balikpapan City Government has taken several alternative policies, namely to gradually develop facilities and infrastructure for the convenience of difabelitas in Balikpapan City. Policy Design Activities Problems with Disability that should have been taken by the Balikpapan City Government, include a "decision analysis" in which the Balikpapan City Government has carried out the preparation of academic studies in order to properly prepare regional regulations on the protection of social difabelitas.

Keywords: Policy Advocacy, Public Service, Social Disability.

INTRODUCTION

Policy is an activity of human understanding of problem solving. Policies are made to be able to make solutions to various human problems. Public policy is a series of actions that are established and implemented or not implemented by the government that have goals or are oriented towards certain objectives for the benefit of the entire community. Public policy in general can be explained as a policy made by the government in the form of government actions that have certain goals that prioritize the interests of the community [1].

Taking a policy of course requires a fairly observant analysis, using various models and approaches that are appropriate to the problems to be solved. To be able to take policies that are in accordance with existing problems, it is considered very necessary for policy makers to understand and understand the various models and approaches that can be used as a basis in making a policy.

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Public policy studies seek to review the sharing of theories and processes that occur in public policy. It can be said that public policy cannot be separated from the process of forming the policy itself. Thus, one of the objectives of public policy studies is to analyze how the stages of the formation of public policy processes so that a certain public policy is realized.

Government services to the community are essentially identical to various forms of policies issued by each Department or Service in the Region. Advocacy as an action or process to defend or provide support. Advocacy can also be translated as an act of influencing or supporting something or someone. Advocacy is essentially a defense of the rights and interests of the public, not personal interests, because what is championed in advocacy is the rights and interests of the community (public interest) - in this case the business world. In its position as an employers' organization, what is meant is public policy advocacy, namely actions designed to change certain public policies.

As Indonesian citizens, getting social security is the obligation of the State to achieve prosperity and justice for all its people. The realization of social justice for all the people of Indonesia is one of the ideals that have been initiated by the founding fathers of the nation. All

Indonesian people, without exception, are entitled to a decent life. From [2] concerning Social Welfare defines Social Welfare as a condition for fulfilling the material, spiritual, and social needs of citizens to be able to live properly and be able to develop themselves, so that they can carry out their social functions. In addition, it is clearly stated that the implementation of social welfare is prioritized for those who have a life that is not feasible and has problems of poverty, neglect, disability, remoteness, social disability and behavioral irregularities, victims of violence and victims of acts of exploitation and discrimination.

Interference is a problem with bodily functions or structure; a limitation of activity is a difficulty faced by an individual in carrying out a task or action, while limiting participation is a problem experienced by individuals in involvement in life situations. So difabelitas is a complex phenomenon, which reflects the interaction between the characteristics of a person's body and the characteristics of the place of residence of the community. Persons with disabilities are any people who have physical and / or mental disorders, which can interfere or constitute obstacles and barriers for them to do appropriately, consisting of persons with physical disabilities; mentally disabled people; and physically and mentally disabled people [3].

Efforts to improve the social welfare of persons with disabilities are based on Pancasila and the 1945 Constitution, which are based on faith and devotion to God Almighty, benefits, kinship, fairness and equality, balance, harmony in life, law, independence, and science and technology. . This is carried out through the empowerment of persons with disabilities who aim to realize independence and prosperity. The government must be able to develop its capabilities and creativity to provide public services that are in accordance with the needs of the community because the quality of service to the community is one indicator of the success of government administration.

The form of implementing social welfare as stipulated in the Law on Social Welfare is Social Rehabilitation, Social Security, Social Empowerment and Social Protection. The general form of implementing social welfare in Indonesia is Social Rehabilitation. Where people who have social welfare problems will be placed in Social Rehabilitation Institutions to get guidance specifically and intensely. In addition to the institution, Social Rehabilitation can be done outside the orphanage, which is in accordance with applicable regulations. Rehabilitation contains the meaning of restoration to the position (condition, good name) that was previously (originally) or repair of disfigured limbs and so on for individuals to become useful human beings and have a place in the community [4].

World Bank data (Pozzan, 2011) states that as many as 80 percent of persons with disabilities living in developing countries including Indonesia experience vulnerability, underdevelopment and live below the poverty line so that they are marginalized in the fields of economics, politics, law and socio-culture. Social Tuna is someone who because of certain factors, is not or less able to carry out a decent life or in accordance with religious, social or legal norms and socially tends to be isolated from the lives of his people, including social tuna are Beggars, Homeless, Susia Tuna, Koraban Trafficking in Persons, Formerly Guided by Prisons and People with HIV / AIDS In addition to Persons with Difabelitas and Social Tuna, Rehabilitation is intended for children and the elderly with criteria according to applicable regulations.

Balikpapan is a city in East Kalimantan, Indonesia. The city has the largest economy in all of Kalimantan, with a total Gross Regional Domestic Product (GRDP) reaching Rp79.65 trillion in 2016. In terms of population, Balikpapan is the second largest city in East Kalimantan (after Samarinda) with a total population of 778,908 people. which constitutes 21.6% of the total population of East Kalimantan [5].

People with disabilities, better known as Difability, are almost present in all regions of Indonesia, even in the whole world. The number of people with disabilities is greater and always increases every year. This can be caused by disability at birth, disability due to traffic accidents or accidents during work. These variations lead to differences in social, economic conditions involving Disability community welfare and infrastructure provided by the Government.

Rehabilitation, Social Assistance and Social Service Empowerment still have not touched all people with disabilities, still 0.03% of the total Disabled Persons [6]. The Social Service Office of Balikpapan City provides a special program for diffability, in the form of material and spiritual assistance as well as supporting tools for disability and uneven health insurance. Persons with disabilities often experience discrimination

in treatment by the government and society. The community is still considered one eye so that persons with disabilities do not get attention. Whereas the rights of persons with disabilities have not yet been fulfilled by the government [7].

The number of persons with disabilities in Balikpapan City in 2017 reached 1,547 people. The welfare condition of life for diffability in the city of Balikpapan has not been said to be prosperous. Even people with disabilities in Balikpapan City have not received adequate services, especially accessibility to the infrastructure both at the Social Service office, balikpapan city parliament office, balikpapan mayor's office where there are no facilities such as elevators, sticks, roads specifically for persons with disabilities or places disabled parking. In Balikpapan City only a few malls provide wheelchairs. Even special roads such as guiding blocks can only be found along the Sudirman road to the Klandasan road and in Bekapai Park.

Seeing these conditions, it needs serious handling from the government to improve the welfare of the disabled. Diffability, both through direct cash assistance and through education and training so that it can open its own business opportunities with the aim of improving the welfare of people with disabilities. The mandate of the East Kalimantan Provincial Government to increase attention to persons with disabilities is contained in [8] concerning the Protection and Fulfillment of the Rights of Persons with Disabilities. In addition, Regional Regulations Number 3 Year 2016 concerning Handling and Empowerment of Persons with Social Welfare problems has emerged. both of these Regulations are urgent for the City of Balikpapan to increase the attention of people with disabilities in Social Tuna [6]. As a big city, the city of Balikpapan is inseparable from social problems, but the main focus is not the problem, but what causes the problem.

The city of Balikpapan does not have a special regional regulation that regulates the protection of social difabelitas in Balikpapan City, but only the Provincial Regulations and the Law in general are used as a legal umbrella. The preparation of regional regulations for the protection and public service of social difabelitas in Balikpapan City requires a fairly long process starting with the preparation of academic studies and an analysis of the difabelitas problems in depth carried out by the Regional Representative Council of the City of Balikpapan and in collaboration with

Universities namely Brawijaya Consultants. From the results of the academic study, it will still be considered whether the problems of social difabelitas can be used as a policy in the field of service and protection [7].

Balikpapan City has not focused on the problem of social difabelitas because so far it is too fixated on the main problems in the region, such as poverty, health and education, so special attention is needed to resolve the problem of discrimination and empowerment of social difabelitas. Balikpapan City focuses on solving the problems of Persons with Disabilities, Social Tuna and Victims of Trafficking in Persons, children and the elderly to obtain Social Rehabilitation services outside the Rehabilitation Institution. This condition is very possible considering that those who experience welfare problems above really need the role of the social environment to restore social function. Rehabilitation outside the orphanage certainly has specific criteria for those who can take part in rehabilitation, so the criteria for persons with social welfare problems who can take part in rehabilitation outside the orphanage must be immediately determined. Therefore, the authors are interested in researching "Policy Advocacy on Public Services for People with Disabilities in the City of Balikpapan".

MATERIAL AND METHOD

The type of research used is descriptive research with a qualitative approach. In this study, researchers used descriptive research with a qualitative approach with the intention to draw a picture or painting systematically, factually, and accurately of the facts, the characteristics and relationships between the phenomena investigated, which in this case concerning Policy Advocacy Against Services Public to Persons with Disabilities in the City of Balikpapan.

Data Collection

Data collection techniques are a strategic step taken by researchers to collect data. When viewed from the data source, data collection can use primary sources (direct sources) and secondary sources (indirect sources) [9]. The data collection techniques that researchers use are:
1. Interview

Interview is a way to collect data by asking questions directly to an informant or an authority [10]. In this study the technique of collecting data through used interviews is structured interviews and unstructured interviews. A structured interview is an interview in which the interviewer

establishes the problem and the questions asked. Whereas unstructured interviews are interviews that are different from structured interviews because usually the arrangement is adjusted to conditions when conducting interviews. This interview is used for reasons because the interviewer sets the problem and questions to ask themselves and the interviewer also conducts unstructured interviews to adjust the conditions during the interview.

2. Observation

Observation is a method used to obtain a direct description of the object of the research being carried out. In the study of observing and observing directly in the field, namely in the Social Service Office of the City of Balikpapan and by observing what happened and studying a data that has been obtained through phenomena and through informants in the field.

3. Document

Documents are one method of collecting qualitative data by looking at or analyzing documents. According to [11] in his book entitled Qualitative Research Methodology "Documents are one way that qualitative researchers can do to get the picture from the point of view of the subject through a written media and other documents written or made directly by the subject concerned". From this study, the types of documents that provide public services to difabelitas in Balikpapan City are tailored to the needs of researchers.

Data Analyze

This study uses the Interactive Model data analysis model from Miles, Huberman and Saldana. Miles and Huberman in [9], suggest that activities in qualitative data analysis are carried out interactively and take place continuously until complete, so that the data is saturated. The measure of data saturation is marked by no new data or information obtained. Activities in the analysis include data reduction, presenting data (data display), and drawing conclusions and verification. The stages of data analysis are as follows:

1. *Data Collection*

Data collection is an activity carried out by researchers to obtain valid data. Data collection is carried out through an interview process with parties related to research, observation to the field and documents.

2. *Data Condensation*

Condensation of data can be said as an activity summarizing, where the author chooses the main things, and focuses on the important things from the theme and pattern. Data condensation is done after the researcher conducts interviews, observations and documents.

3. *Data Display*

Data presentation can be done in a brief description, in the form of a chart, relationships between categories, flowcharts, and the like in presenting data that is commonly used and which the researcher uses is the presentation of narrative data.

4. *Conclusion/Verifying*

Conclusions answer the formulation of the problem formulated from the start and supporting factors and inhibiting factors both on internal and external conditions.

RESULT AND DISCUSSION

1. Setting Agenda in Policy Advocacy on Public Services to Diffability in the City of Balikpapan, namely:

    a. *Defining Nature*

    According to [12] concerning Ratification of the Rights of Persons with Disabilities, persons with disabilities, namely people who have physical, mental, intellectual or sensory limitations for a long period of time who interact with the environment and the attitudes of their people can encounter obstacles that make it difficult to participate fully and effective based on equal rights. [13] concerning Persons with Disabilities in the points of convention point 1 (first) opening provides understanding, namely; Any person who has a physical and / or mental disorder, which can interfere with or constitute a hindrance and relationship for him to do appropriately, consisting of, physically disabled persons; mentally disabled people; physically and mentally disabled.

    Based on the results of interviews and observations, the Balikpapan City Government has not been good (not maximal) in handling advocacy on difabelitas problems in Balikpapan City. Some difabelitas protection activities in the city of Balikpapan received less attention and assistance from the Balikpapan City Government, specifically the funding budget assistance initiative. The government has an obligation to protect social disabled people in Balikpapan City. The government began

to take steps and enter into the stage of the policy agenda and continuously advocate for policies on the protection of social difabelitas in the city of Balikpapan, and conducted several discussions to initiate advocacy and the policy agenda with various parties, including academics.

b. *Distribution of Problem*

Every public policy has several stages in it. With the existence of these stages, the public policy that is hoped for will be able to overcome the existing problems regularly and directed. As is the case with the Regional Regulation of Difabelitas in order to Overcome the Problems of Disability of Social Tuna. This Regional Regulation has been made through the agenda-setting stage, which then from several object problems that are scheduled then formulated where the object of the problem as soon as possible is formulated policy for its handling, then after formulation which policy is adopted according to the way of handling through a policy. If it has been adopted about which policy is appropriate, then a policy can be implemented. So that after being implemented, a policy can be judged good and bad or in other words can be evaluated. But in writing this thesis the researcher gives a limit that is about policy design. In addition, in a public policy it is important to do it to find out the sustainability position of a policy that has been taken before continuing in the next stage.

Based on the results of interviews and observations, it can be concluded that the Government of Balikpapan City has done a good problem analysis. The training held for difabelitas is less comprehensive and many are less targeted towards the talents and interests of each difabelitas. Some disabled people also lack awareness to be independent. In addition, the community is also still one-eyed towards the disabled. The Balikpapan City Government still provides few opportunities for disabled people to work both in government and private circles in Balikpapan City. Facilities and infrastructure within the government and some public places also have not been pro-social disabled.

2. Policy Definition of Persons with Disabilities in Balikpapan City in the context of

Protection Against Social Disability, including:

a. *Forecasting Needs*

Policy analysis must be empirical in the sense that the assessment carried out should not only be speculative hypothetical, but must be tested or issued with data or at least the results of research that has been carried out. Furthermore, the analysis is carried out on the available alternatives, the result of which is the selection of the most appropriate or good alternative, it must be impartial or biased towards one alternative. That is, before the analysis is carried out, it does not determine or choose which alternative policies are considered good. The policy analysis referred to in this study is an effective policy analysis in overcoming the problem of social difabelitas in Balikpapan City.

Based on the results of interviews and observations, the Balikpapan City Government has implemented forecasting needs, but it is still not optimal. People with disabilities need social protection and anti-discrimination treatment. The Balikpapan City Government took several alternative policies, namely gradually building facilities and infrastructure for the convenience of difabelitas in Balikpapan City, providing employment opportunities and disseminating information to companies to provide employment opportunities and conducting research and studies in the framework of difabelitas protection area regulations in Balikpapan City. The Balikpapan City Government, both the Balikpapan City Social Service and the Regional Representatives Council (DPRD) of Balikpapan City, set policy alternatives by using forecasting policies and evaluating if the policies will be implemented later.

b. *Defining Targets*

In an organization the goal is the main thing in an organization. Setting organizational goals gives direction and avoids the organization from chaos, because it will be structured. Before setting goals, it must first determine the organization's mission. Organizational mission is a unique (fundamental) and fundamental purpose that distinguishes organizations from other organizations and identifies the scope of operations in terms of products and markets. Organizational Goals are

statements about circumstances or situations that are not present now but to be achieved at the time that will come through the activities of the organization.

Based on the results of interviews and observations, it can be concluded that the target of the Balikpapan City Government in advocating for difabelitas protection policies is strongly related to forecasting policy. The target of the Balikpapan City Government is to provide public service facilities that provide convenience for the accessibility of the City of Balikpapan, both roads, offices, and other public places. In addition, the Balikpapan City Government has a target to form a legal umbrella and the most important thing is to advocate for difabelitas according to the interests of their respective talents and the wishes of each difabelitas in Balikpapan City that can make the disabled people become independent. In addition, the important thing that the Balikpapan City Government must do is to provide education to the public so that people with disabilities do not get discrimination in the community of Balikpapan City.

3. Policy Design Problems of Diffability that should have been taken by the City Government of Balikpapan, include "decision analysis", namely: Preparation of Regional Regulations for the Protection of Social Diffability in Balikpapan City.

Making public policy to solve a problem is done through a political process involving decision makers and followers and opponents. In a political environment, truth is relative. While the nature of politics itself is a struggle to allocate values and social resources [14]. The Law on the Establishment of Legislation is based on the idea that the State of Indonesia is a state of law.

Regional Regulations are Service Manuscripts in the form of laws and regulations, which regulate the affairs of regional autonomy and co-administration tasks or to realize new policies, implement higher laws and regulations and establish an organization within the regional government set by the Regional Head with Board approval Regional Representatives (DPRD) of Balikpapan City. Based on the results of interviews and observations, the Balikpapan City Government previously did not take the initiative to form a legal umbrella regarding

the protection of difabelitas in Balikpapan City because it still uses a general legal umbrella in Indonesia, namely [15] concerning Persons with Disabilities. In addition, the problems regarding difabelitas in Balikpapan City are still considered less important when compared to other regional problems. However, in 2018, the Balikpapan City Government has an initiative to conduct a study to explore issues of difebalitas protection, so that the Government can know the importance of drafting regional regulations or legal umbrella governing difabelitas in Balikpapan City in order to protect disabled people.

CONCLUSION

This study can be concluded that policy advocacy on public services of persons with disabilities in Balikpapan City shows that the Agenda Setting activities carried out in the Formulation of Policy Advocates were assessed by the Balikpapan City Government as not good enough to handle advocacy on difabelitas problems in Balikpapan City. The government began to take steps and enter the stage of the policy agenda and continuously advocate for policies on social disability protection in Balikpapan City. The Balikpapan City Government has also carried out a problem analysis well, namely that there are some diffability people who lack awareness to be independent.

The Policy Definition of People with Disabilities in Balikpapan City in the framework of Protection of Social Diffability can be concluded that the Balikpapan City Government has implemented forecasting needs, but it is still not optimal. The Balikpapan City Government took several alternative policies, namely gradually building facilities and infrastructure for the convenience of difabelitas in Balikpapan City, providing employment opportunities and disseminating information to companies to provide employment opportunities and conducting research and studies in the framework of difabelitas protection area regulations in Balikpapan City. In addition, the Balikpapan City Government has set a target in advocating for disabled people protection policies, namely to provide public service facilities that provide convenience for the difabelitas of the City of Balikpapan, both roads, offices, and other public places.

Policy Design Activities on Disability Difficulties that should have been taken by the

City Government of Balikpapan, include "decision analysis", namely: Preparation of Regional Regulations for the Protection of Social Disability in Balikpapan City, which can be concluded that the Balikpapan City Government has prepared academic studies in the formulation of diffable social well. In 2018, the City Government of Balikpapan had the initiative to conduct a study to explore issues of difebalitas protection, so that the Government could know the importance of the formulation of regional regulations or legal framework governing difabelitas in the city of Balikpapan in order to protect disabled people.

The author provides recommendations regarding the implementation of policy advocacy on public services for persons with disabilities in the city of Balikpapan, so that the government considers scientific research and writing regarding the protection of disabled people, so that the government can advocate for policies and draft regional regulations on protection and empowerment of social disabled people . The Balikpapan City Government should continue to expand the network, so that more people will become aware and aware of the results of the skills of the disabled. In addition, there is a need for supervision of the regulations used by the Social Service Office of the City of Balikpapan, given that there are many gaps for job providers to not employ persons with disabilities in Balikpapan City.

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